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**Executive Office US Attorneys
& Office of US Attorneys**

Department: **Department Of Justice**
Agency: **US Attorneys, Executive Office, & Off Attorneys**
Job Announcement Number: PHJC-4-197569S0

Vacancy Announcement

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OFFICE OF PERSONNEL MANAGEMENT

PHILADELPHIA SERVICES BRANCH

VACANCY ANNOUNCEMENT

VACANCY IDENTIFICATION NUMBER: PH-JC-4-197569

OPENING DATE: Aug 31, 2004

CLOSING DATE: Sep 27, 2004

POSITION: INFORMATION TECHNOLOGY SPECIALIST , GS-2210-11-12

PROMOTION POTENTIAL: GS-12

SALARY: - \$50,593.00 - \$60,638.00 per year

THIS IS A Career/Career Conditional **APPOINTMENT**

LOCATION(S): BALTIMORE, MD - 1 vacancy

EMPLOYING AGENCY: U.S. Attorney's Office - District of Maryland

APPLICATIONS WILL BE ACCEPTED FROM : All U.S. Citizens

SELECTIVE PLACEMENT FACTOR: You must have experience working in support of Litigation Support systems and software. IF YOU DO NOT CLEARLY DEMONSTRATE THIS EXPERIENCE IN YOUR APPLICATION, YOU WILL BE RATED INELIGIBLE.

MAJOR DUTIES:

The incumbent serves as a District Litigation Support Specialist responsible for providing technical and analytical assistance involving Litigation Support and two or more IT specialty areas which support the information management needs of the United States Attorney's office (USAO). The USAO IT environment includes personal computers, routers, switches, bridges, a wide area network and local area network, operating systems, case management systems and

litigation support operations. The environment also encompasses a significant number of users within the USAO, many of who may be located in geographically distant branch offices. Assignments encompass the following major areas: systems security, litigation support services, customer support, and policy and planning, and information technology systems.

QUALIFICATION REQUIREMENTS:

To qualify you must meet one of the following criteria:

GS-11:

A. Completion of the requirements for a Ph.D. or equivalent doctoral degree; or 3 full years of progressively higher level graduate education leading to such a degree in computer science, information science, information systems management, mathematics, statistics, operations research, or engineering, or course work that required the development or adaptation of computer programs and systems and provided knowledge equivalent to a major in the computer field.

B. One year of specialized experience equivalent to the least the GS-9 grade level in the Federal service, which demonstrated accomplishment of computer project assignments that required a range of knowledge of computer requirements and techniques, such as experience in developing modifications to parts of a system that required significant revisions in the logic or techniques used in the original development. Accomplishments involve the following, or the equivalent: knowledge of the customary approaches, techniques, and requirements appropriate to an assigned computer applications area or computer specialty area in an organization; planning the sequence of actions necessary to accomplish the assignment where this entailed coordination with others outside the organizational unit and development of project controls; and adaptation of guidelines or precedents to the needs of the assignment. In addition, your experience must have involved working in support of Litigation Support systems and software.

C. A combination of education and experience described in A and B above, which when combined are equivalent to 100% of the qualification requirements. To calculate your percentage of graduate education, divide the number of graduate-level semester hours you have completed beyond the second year by 18. To determine your percentage of qualifying experience, divide your total number of months of qualifying experience by 12. Now add your percentages of education and experience. The two percentages must total at least 100% for you to qualify.

GS-12:

To qualify you must have one year of specialized experience equivalent to the GS-11 grade level in the Federal service that demonstrated accomplishment of computer project assignments that required a wide range of knowledge of computer requirements and techniques pertinent to the position to be filled. This knowledge is generally demonstrated by assignments where the applicant analyzed a number of alternative approaches in the process of advising management concerning major aspects of ADP system design, such as what system interrelationships must be considered, or what operating mode, system software, and/or equipment configuration is most appropriate for a given

project. In addition, your experience must have involved working in support of Litigation Support systems and software.

OTHER INFORMATION:

Drug testing is required.

Employment is subject to the completion of a background investigation adjudicated by the Department of Justice.

You must be a United States citizen to apply.

To be eligible for Federal employment, male applicants born after December 31, 1959, must certify at the time of appointment that they have registered with the Selective Service System, or are exempt from having to do so under Selective Service law.

BASIS FOR RATING:

Ratings will be based on responses to the occupational questions in this document. Please follow all instructions carefully. Errors or omissions may affect your score. Qualified candidates will be assigned a score between 70 and 100, not including points that may be assigned for veterans preference. You will be rated on the following factors:

1. Knowledge of litigation support/IT systems, concepts, principles, methods, and practices.
2. Knowledge of litigation support/IT security principles and methods.
3. Ability to perform litigation support/IT planning and policy activities focusing on organization needs and requirements.
4. Ability to provide effective customer support.

Please note: If a determination is made that you have rated yourself higher than is supported by your description of experience and/or education OR that your application is incomplete, the following process will take place.

After a review of all the experience and training, a single best level reflecting the KSA's of the rating schedule (70, 80, or 90) will be assigned for your total experience including education and/or training. Points for veteran's preference will be added to the basic rating of 70, 80, or 90.

CTAP/ICTAP:**IMPORTANT INFORMATION FOR SURPLUS OR DISPLACED FEDERAL EMPLOYEES (CA TRANSITION ASSISTANCE PLAN- CTAP INTERAGENCY CAREER TRANSITION ASSIST PLAN- ICTAP)**

Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or Interagency Career Transition Assistance Program (ICTAP) must be well-qualified for the position to receive consideration for special priority selection. CTAP or ICTAP eligibles will be considered well-qualified if you receive score of 85 or higher.

Federal employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605(a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.

HOW TO APPLY:

Your application will consist of three components. The first component consists of the occupational questionnaire that you must complete. The second component is your resume. The final component of your application consists of "other" application materials. Examples of these other materials include your college transcripts (if required) and documentation of veteran status (if applicable). Instructions on completing and submitting these items follow.

APPLICATION MATERIALS MUST BE RECEIVED BY Sep 27, 2004 . FAILURE TO PROVIDE COMPLETE INFORMATION MAY RESULT IN YOUR NOT RECEIVING CONSID FOR THIS POSITION. Your application materials will not be returned. Do not submit original documents that you may need in the future.

STEP ONE:

Complete and Submit the Occupational Questionnaire:

To submit a **"NEW"** Online Occupational Questionnaire, click the following link.

[Online Questionnaire](#)

Note: The above link will take you directly into a "NEW" Occupational Questionnaire. It will not allow you to return to a "Saved" Occupational Questionnaire. (See Steps 1 - 4 below)

OR

Insert the following link into your Internet Browser:

1. Enter> <https://www.hr-services.org/USAWeb/USAWeb.aspx> to start a **"NEW"** Online Occupational Questionnaire (or return to a **"Saved"** Occupational Questionnaire.)

2. To start a "NEW" Occupational Questionnaire scroll down the Online application screen until the "Vacancy Identification Number" box appears under the "Create a New Application for This Job" section on the left hand side. Insert the "Vacancy Identification Number - PH197569 or "Control Number" and click the **"Submit"** button.

Note: When you have completed the Online Occupational Questionnaire, click the "Finish" button. On the next screen, click the "Submit" button. The Online Occupational Questionnaire must be completed and submitted by 12:00 midnight

Eastern time on Sep 27, 2004 .

How to Properly Save and Return later to complete an Application/Occupational Questionnaire:

3. If you want to "**Save**" an incomplete Occupational Questionnaire and return later, select the "**Save**" button at the top or bottom of each application page and click the "Logout" button.

4. If you have a "**Saved**" incomplete Occupational Questionnaire you may finish it by clicking on or inserting this link into your internet browser <https://www.hr-services.org/USAWeb/USAWeb.aspx> . Insert your SSN and Last Name into the right hand side section "**Work On An Application I Have Already Started.**" and click the "**Login**" button.

We highly encourage you to complete the Occupational Questionnaire using the Online method since it is the most efficient way for us to process your responses. If you are unable to submit your responses Online, refer to the alternatives described under Alternative Methods for Completing Occupational Questionnaire at the end of this announcement.

Instructions for answering the questions in the Occupational Questionnaire:

Please use the following step-by-step instructions as a guide to filling out the required questionnaire. You will need to print the vacancy announcement and refer to it as you answer the questions. You may omit any optional information; however, you must provide responses to all required questions. Be sure to double check your application before submission.

Social Security Number

Enter your Social Security Number in the space indicated. Providing your Social Security Number is voluntary, however we can not process your application without it.

Vacancy Identification Number

Enter the Vacancy Identification Number: PH197569

1. Title of Job

Position Title: INFORMATION TECHNOLOGY SPECIALIST

2. Biographic Data

All biographic information is required, except for your telephone number and the contact time.

3. E-Mail Address

If you would like to be notified by E-mail, please enter your E-mail address in the space provided.

4. Work Information**5. Employment Availability**

Questions A through D are required.

Answer with Y for Yes or N for No. Please leave Section E blank.

6. Citizenship

Are you a United States citizen?

7. Background Information

The Online Questionnaire will not ask you this question. On the C Form, you will leave this section blank.

8. Other Information

The Online Questionnaire will not ask you this question. On the C Form, you will leave this section blank.

9. Languages

The Online Questionnaire will not ask you this question. On the C Form, you will leave this section blank.

10. Lowest Grade

Enter the lowest grade level (11 - 12) you will accept.

11. Miscellaneous Information

The Online Questionnaire will not ask you this question. On the C Form, you will leave this section blank.

12. Special Knowledge

The Online Questionnaire will not ask you this question. On the C Form, you will leave this section blank.

13. Test Location

The Online Questionnaire will not ask you this question. On the C Form, you will leave this section blank.

14. Veterans' Preference Claim

Required. Enter your claim for Veterans' Preference.

15. Dates of Active Duty - Military Service

These dates are required if you have claimed Veterans' Preference unless you

have claimed derived Preference (i.e., widows, spouse, etc.)
Please use this format: (mm/dd/yyyy)

16. Availability Date

You may omit the availability date if you can begin work immediately.
Otherwise you must provide the date you will be available for employment.
Please use this format: (mm/dd/yyyy)

17. Service Computation Date

The Online Questionnaire will not ask you this question. On the C Form, you will leave this section blank.

18. Other Date Information**19. Job Preference**

The Online Questionnaire will not ask you this question. On the C Form, you will leave this section blank.

20. Occupational Specialties

Select at least one occupational specialty or enter at least one occupational specialty code for this position. The specialty code for this position is:

001 NONE

21. Geographic Availability

Select at least one geographic location in which you are interested and will accept employment or enter at least one geographic location code. The location code for this position is:

0285 BALTIMORE, MD

22. Transition Assistance Plan

In this section indicate if you are a surplus or displaced Federal employee requesting special priority consideration under the Career Transition Assistance Plan (CTAP) or the Interagency Career Transition Assistance Plan (ICTAP).

Note: To receive consideration for CTAP or ICTAP, you must submit the necessary supporting documentation. Refer to the vacancy announcement for additional information and instructions.

23. Job Related Experience

Years

Months

24. Personal Background Information

The Online Questionnaire will not ask you this question. On the C Form, you will leave this section blank.

25. Occupational Questions

1. From the descriptions below, select the letter that describes education or experience you have that demonstrates your ability to perform the GS-11 Information Technology Specialist work. If your highest level of education is not described below, choose the letter that describes experience or lower level education that you do have. Mark only 1 response.

A. I have completed the requirements for a Ph.D. or equivalent doctoral degree; or 3 full years of progressively higher level graduate education leading to such a degree in computer science, information science, information systems management, mathematics, statistics, operations research, or engineering, or course work that required the development or adaptation of computer programs and systems and provided knowledge equivalent to a major in the computer field.

B. I have one year of specialized experience equivalent to the GS-9 grade level in the Federal service, which demonstrated accomplishment of computer project assignments that required a range of knowledge of computer requirements and techniques, such as experience in developing modifications to parts of a system that required significant revisions in the logic or techniques used in the original development. Accomplishments involve the following, or the equivalent: knowledge of the customary approaches, techniques, and requirements appropriate to an assigned computer applications area or computer specialty area in an organization; planning the sequence of actions necessary to accomplish the assignment where this entailed coordination with others outside the organizational unit and development of project controls; and adaptation of guidelines or precedents to the needs of the assignment. I also have experience working in support of Litigation Support systems and software, i.e. scanners, plotters, document cameras, database software, and graphic software.

C. I have a combination of education and experience described in "A" and "B" above, which when combined are equivalent to 100% of the qualification requirements. Please refer to the vacancy announcement for information regarding combining education and experience.

D. My education and/or experience is not reflected in any of the above statements.

2. Do you have at least one year of specialized experience equivalent to at least the GS-11 level in the Federal service that demonstrated accomplishment of computer project assignments that required a wide range of knowledge of computer requirements and techniques pertinent to the position to be filled? This knowledge was generally demonstrated by assignments where I analyzed a number of alternative approaches in the process of advising management concerning major aspects of ADP system design, such as what system interrelationships must be considered, or what operating mode, system software, and/or equipment configuration is most appropriate for a given project. In addition, your experience must have involved working in support of Litigation Support systems and software, i.e. scanners, plotters, document cameras, database software, and graphic software.

A. Yes

B. No

In this part, you will respond to questions about experiences you have had that are related to the requirements of the job for which you are applying. Carefully review the response descriptions listed below. For each question or statement, select the ONE response description that best describes your experience. Remember that your experience will be verified by your application or resume and in the interview process, so please DO NOT EXAGGERATE your experience. Read each item carefully before making a decision.

A- I have not had education, training, or experience in performing this task.

B- I have had education or training in performing this task, but have not yet performed it on the job.

C- I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.

D- I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.

E- I am considered an expert in performing this task. I have supervised performance of this task or I am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

3. Creating and coordinating litigation support services (including trial preparation and presentation in response to customer needs.)

4. Performing services in coordination with a "Litigation Support Coordinator."

5. Analyzing, defining and creating databases.

6. Installing, configuring, and maintaining information technology or litigation support equipment.

7. Developing standards and procedures for software applications.

8. Planning and coordinating efforts with other agencies involved in litigation team activities.

9. Performing testing, quality assurance, configuration, installation, implementation, maintenance of litigation support resources, i.e. scanners, plotters, document camera, database software, and graphics software.

10. Scheduling the installation of new or modified litigation support hardware and software.

11. Performing testing, quality assurance, configuration, installation, implementation, maintenance and management of networked systems used for the

transmission of information in data, voice, and/or video format.

12. Ensuring systems availability, functionality, integrity, and efficiency.

13. Maintaining litigation support network architecture and infrastructure.

14. Installing software fixes, upgrades, and enhancements.

15. Planning and scheduling the installation of new or modified litigation support hardware, operating systems and applications software, working closely with customers to insure seamless installation and minimum problems.

16. Resolving hardware/software interface and interoperability problems.

17. Optimizing litigation support systems performance and identifying components to improve overall systems performance.

18. Managing accounts and access to systems and equipment.

19. Implementing litigation support policies and procedures to ensure information systems reliability and accessibility.

20. Implementing policies and procedures to defend against unauthorized access to systems, networks and data.

21. Promoting awareness of security issues among management and employees.

22. Implementing programs to ensure users are aware of, understand, and adhere to systems security policies and procedures.

23. Assessing security events to determine their impact and implementing corrective actions.

24. Ensuring the confidentiality, integrity and availability of systems and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools.

25. Ensuring compliance with appropriate government standards including U.S. copyright laws.

26. Developing and maintaining IT strategic plans.

27. Assessing IT policy needs.

28. Developing policies to govern IT activities.

29. Preparing IT budget.

30. Establishing metrics to measure and evaluate system performance and total cost of ownership.

31. Identifying and addressing IT workforce planning and management issues, such as recruiting, retention, and training.

32. Diagnosing and resolving problems in response to customer reported incidents.

33. Installing, configuring, troubleshooting and maintaining customer hardware and software.

34. Assessing the need and providing for customer training including orientation for new users.

35. Assessing and providing feedback on problematic trends and patterns in customer support requirements.

36. Providing recommendations to resolve cited problems.

STEP TWO:

Submit a resume, Optional Application for Federal Employment (OF-612), or other written application format of your choice. Be sure you provide all of the information requested below:

Job Information:

-Vacancy Identification Number, title and grade(s) for which you are applying.

Personal Information:

- Full name, mailing address (with zip code) and day/evening telephone numbers (with area code).

- Social Security Number. Giving your Social Security Number is voluntary. However, we cannot process your application without it.

- Country of Citizenship.

- If ever employed by the Federal Government, please show the highest Federal civilian grade held, job series, and dates of employment in grade.

Education:

- High School name, city, state and zip code, date of diploma or GED.

- Colleges and/or Universities attended, city, state and zip code.

- Major field(s) of study.

- Type and year of degree(s) received. If no degree received, show total credit hours received in semester or quarter hours.

Work Experience for each paid or non-paid position held related to the job for which you are applying (do not provide copies of job descriptions):

- Job title.

- Duties and accomplishments.

- Number of hours per week.
- Employer's name and address.
- Supervisor's name and phone number.
- Starting and ending dates of employment (month and year).
- Salary.
- Indicate if your current supervisor may be contacted.

Other Qualifications:

- Job-related training courses (title and year).
- Job-related skills (e.g., other languages, computer software/hardware, tools, machinery, typing speed, etc.)
- Job-related certificates and licenses.
- Job-related honors, awards, and special accomplishments. (e.g., publications, memberships in professional or honor societies, leadership activities, public speaking, performance awards, etc.) Do not send copies of documents unless specifically requested.

STEP THREE:

Submit other application materials, as necessary.

- If you are using education to qualify, submit copies of college transcripts or a list of college courses taken that identify for each course the college or university, semester or quarter hours earned, grade and grade-point received.
- Annotate your application and include the required documentation if you are applying and eligible for a non-competitive appointment such as Thirty Percent or More Disabled Veteran Appointment, Veteran Recruitment Appointment (VRA), Schedule A Appointment for people with disabilities, or Former Peace Corps Appointment.
- If you are applying for Veterans' Preference, submit evidence of eligibility, such as: DD-214, Certificate of Release or Discharge from Active Duty, or Standard Form 15, Application for 10-Point Veterans' Preference, and the proof requested on the form.
- If you are or have been a Federal employee, please submit a copy of your last Notification of Personnel Action, Form SF-50, and your most recent or last performance appraisal.

HOW TO SUBMIT OTHER MATERIALS:

When you have completed your resume as requested in Step Two, and assembled the materials requested in Step Three, mail your resume and other application material to:

OFFICE OF PERSONNEL MANAGEMENT
ATTN: Vacancy Identification Number: PH-JC-4-197569
PHILADELPHIA SERVICES BRANCH
600 ARCH STREET
ROOM 3400
PHILADELPHIA, PA19106

Please indicate on your resume whether you answered the Occupational Questionnaire on the USAJOBS web site, by phone, or via the paper application Form C(OPM Form 1203-FX).

You may submit your resume for this vacancy announcement online. To do so, scroll down to the end of the vacancy announcement. Click on the "Apply Online" icon. Then follow the USAJOBS web site instructions.

After you complete and submit the online resume, you will receive a "Confirmation of Submission" message stating that your online resume has been successfully submitted. If you do not receive this message, please submit again as this indicates that your resume has not been received.

In the Subject lines of your email include the Vacancy Identification Number (i.e. WA170213).

Be sure you provide all of the information requested below:

- Full name, mailing address (with zip code) and day/evening telephone numbers (with area code).

-ONLY the Last four digits of your Social Security Number (For security and privacy purposes)

Electronic resumes must be submitted by midnight Eastern Time on the closing date.

NOTE: Submission of a resume **MAY NOT BE** a complete application. Many positions require the completion of additional forms and/or the submission of supplemental materials. Please carefully review the complete vacancy announcement for full "How to Apply" instructions. Failure to provide the required information and/or materials may result in your not being considered for employment.

Federal agencies provide reasonable accommodations to applicants with disabilities. If you need accommodation for any part of the application process, contact this OPM service center. If you need accommodation during the hiring process, contact the hiring agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

In accordance with 5 CFR 2635.704, applications will not be accepted in postage paid government envelope.

Alternative Methods for Applying

1. Submit your answers via telephone(long distance charges may apply):

- a. Dial 1-478-757-3135
- b. Listen and follow the instructions
- c. Enter Vacancy ID Number: 23197569 (Note: number appears different than elsewhere in this vacancy announcement to enable telephone application system to process your application)
- d. Enter your Social Security Number
- e. Some questions require a yes or no answer. Enter 1 for Yes; 2 for No
- f. Follow the instructions under "Instructions for answering the questions in the Occupational Questionnaire" for the rest of the items. To record your responses to the occupational questions, you must use the numbers on the telephone keypad by selecting 1 for A; 2 for B; 3 for C; 4 for D; 5 for E, etc. When you have finished entering your responses to the questions, you will be given a chance to review and correct your responses.

OR

2. Submit your answers via paper application Form C (OPM Form 1203-FX): Paper application forms are available to those who are unable to complete the on-line application or telephone application process. Please apply on-line or by telephone, if possible. Using paper application forms may delay the processing of your application.

NOTE: If you wish to select more locations than the OPM Form 1203-FX will accommodate, include a separate page with your application materials listing your name, Social Security Number, the Vacancy Identification Number PH197569 , and the additional location codes for which you wish to be considered.

To obtain the Form C (OPM Form 1203-FX) on the web, you can:

Print the form from http://www.opm.gov/forms/pdf_fill/OPM1203fx.pdf

Note: You can also obtain this form from the Office of Personnel Management (OPM) main web page. The OPM main web page is located at <http://www.opm.gov>

Click on these links: Site Index; Forms; Office of Personnel Management (OPM) Forms; and finally OPM 1203 FX.

OR

To obtain the form by phone via USAJOBS, follow these steps:

1. Call USAJOBS by Phone at (703)724-1850
2. After the introductory message, press 1 to begin
3. At the main menu, select 3 to request forms and then 1 to begin recording
4. At the prompt, enter your zip code
5. At the next prompt, ask for Form C (OPM Form 1203-FX)
6. At the next prompt, record your name, address and telephone number
7. The system will allow you to review and change your request, address and telephone. When you are ready, press 3 to save your request. The form will be mailed to you.

To complete the paper Form C, follow the instructions under "Instructions for answering the questions in the Occupational Questionnaire." Be sure to enter your Social Security Number and the Vacancy Identification Number PH197569 at the top of each of the six pages of the form. If you have any questions concerning this vacancy announcement, you may contact the Vacancy Information Desk at (215) 861-3074, Monday through Friday, during the hours of 8:00 am to 4:30 pm. Long distance charges may apply.

Mail the completed Form C to us at the address listed in the paragraph "How to Submit your Resume and Other Application Materials" above.

ALL APPLICANTS ARE CONSIDERED WITHOUT REGARD TO RACE, RELIGION, COLOR, NATIONAL ORIGIN, SEX, POLITICAL AFFILIATION, AGE (WITH AUTHORIZED EXCEPT) OR ANY OTHER NONMERIT FACTOR.

**Send Mail**

Send Mail to:
PHILADELPHIA SERVICES
600 ARCH STREET ROOM 3400
PHILADELPHIA, PA 19106

**Questions?**

For questions about this j
VACANCY INFORMATION I
Phone: 2158613074
Internet:

USAJOBS Control Number: VP4059

[EEO Policy Statement](#) | [Reasonable Accommodation Policy Statement](#) | [Veterans Information Legal and Regulatory Guidance](#)



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